

2020



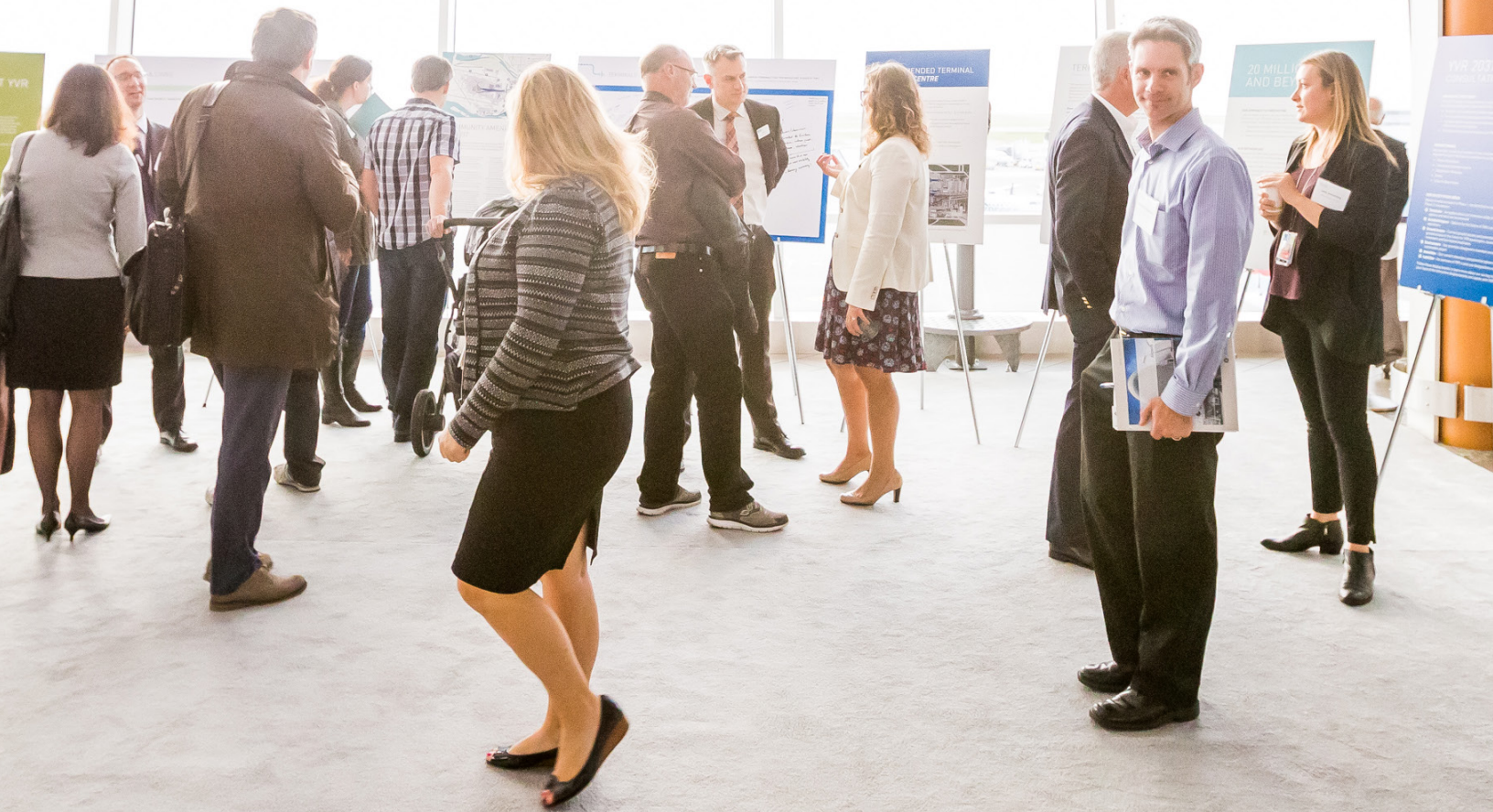
yvr.ca/engagement



WHO WE ARE

Vancouver Airport Authority is the community-based, not-for-profit organization that manages Vancouver International Airport (YVR). Under our unique operating model, we have no shareholders, we reinvest all profit back into the airport, constantly improving it, and our community-appointed Board of Directors ensures we serve the best interests of the region.

We strive to make YVR an airport that British Columbia can be proud of and we do this, every day, through our commitment to excellence and our focus on serving passengers, partners and communities.



WHY WE ENGAGE

Connecting with our community is a core part of who we are, and public participation is fundamental to our ability to engage and interact, collect feedback and communicate openly. Regular engagement is integral to our continued success as a connecting hub and economic contributor—one that supports thousands of jobs, connects local companies with customers around the world and welcomes millions of visitors to our province every year.

We hold an 80-year ground lease with Transport Canada to manage and operate the airport. YVR is located on the traditional lands of the Musqueam people. We have a 30-year partnership agreement with the Musqueam Indian Band, which outlines our engagement protocol for long-term development and support of operations. We have a responsibility to connect people, support the communities we serve, appropriately manage the land we use, and build positive relationships with our neighbours and our partners.

ABOUT THIS CHARTER

This charter confirms our commitment to effective engagement. It establishes what engagement means to us and how we engage. It affirms our role in maintaining a local perspective as we facilitate connections and growth. It is grounded in our mandate to provide social and economic benefits to our communities and our vision to be a world-class, sustainable hub airport. It adheres to international best practices, federal regulations and existing agreements. It is supported by our employees, contractors and partners who operate within this framework to deliver exceptional plans, policies, infrastructure and service for our passengers, customers and communities. We intend to regularly review and amend this charter as we learn from our experience engaging with our community.

In this charter, we define engagement as working together to deliver better informed outcomes. It means having dialogue with—and considering input or feedback from—the key groups who are affected by our decisions before we make them, reporting back on how we considered this information, and evaluating its effectiveness. It's about communication, opportunities for participation and being accountable for our actions at all levels of our organization.



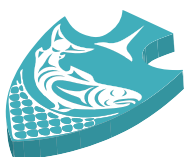
WHO WE ENGAGE WITH

We engage with a wide range of people and organizations as we work to deliver exceptional plans, policies, infrastructure and service. These include, but are not limited to:

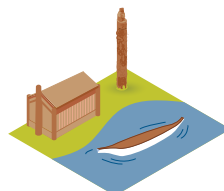


Partners

(airlines, concessionaires, Sea Island businesses)



Musqueam Indian Band

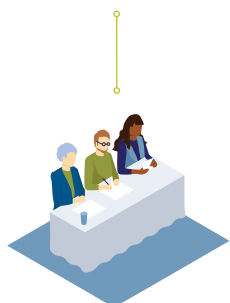


Other Indigenous Communities



Passengers, Meeters and Greeters

(or other airport users)



YVR's Community Advisory Groups

(Environmental Advisory Committee and Aeronautical Noise Management Committee)



Neighbouring Communities

(Richmond, Vancouver, Delta, Surrey, New Westminster and other Metro Vancouver municipalities)



Interest Groups

(plane spotters, environmental organizations, transportation and tourism agencies, business groups)



Employees



The General Public



Government of Canada and Federal Institutions

(Federal Ministries, Transport Canada, Impact Assessment Agency of Canada, Canadian Border Services Agency [CBSA], Canadian Air Transport Security Authority [CATSA])



Foreign Governments and Agencies



Other Levels of Government

WHAT WE ENGAGE ABOUT

We value the input and diverse perspectives that our neighbours, business partners and the general public generously share with us. We strive to make every opportunity meaningful, informative and effective and use it to guide our planning and decision-making processes. Fundamental to all our engagement is:

- Our commitment to sustainable growth, as set out in our mandate and strategic plan, which we review regularly
- The *Musqueam Indian Band - YVR Airport Sustainability & Friendship Agreement*, which outlines YVR's responsibility to work with Musqueam to achieve a sustainable and mutually beneficial future for our community
- Regulatory requirements for safety, security, accessibility, official languages, environmental protection, and consultation with which we comply as non-negotiable essentials



YVR'S ENGAGEMENT CONTINUUM

 <p>INFORM</p>	<p>Provide balanced and objective information to assist people in understanding the problem, alternatives, opportunities and/or solutions.</p>	<p>For Example:</p> <ul style="list-style-type: none"> YVR informs passengers and other customers about operating practices and procedures
 <p>CONSULT¹</p>	<p>Obtain public feedback on analysis, alternatives and/or decisions.</p>	<ul style="list-style-type: none"> YVR seeks feedback from advisory groups on preliminary planning for new initiatives and to evaluate existing initiatives YVR obtains feedback on long term plans and management documents as appropriate (such as environment, noise management and Master Plan) YVR seeks feedback from our passengers and neighbours when making changes to the physical environment that considers social, economic or environmental effects as outlined by the Impact Assessment Act
<p>¹ YVR's engagement continuum is based on IAP2's Public Participation Spectrum. Within the context of which we operate, we recognize the term "consult" could be perceived and defined differently by Indigenous groups. We are committed to following the engagement processes outlined in the Musqueam Indian Band - YVR Airport Friendship and Sustainability Agreement and the Provincial Government of British Columbia Declaration on Rights of Indigenous Peoples Act and Federal Government of Canada's duty to consult.</p>		
 <p>INVOLVE</p>	<p>Work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.</p>	<p>For Example:</p> <ul style="list-style-type: none"> YVR involves our partners when considering policy or operational changes that affect them YVR involves all audiences when we are updating or considering changes to our Land Use Plan YVR involves affected parties in capital development projects or initiatives
 <p>COLLABORATE</p>	<p>Partner with the public on each aspect of the decision including the development of alternatives and the identification of the preferred solution.</p>	<ul style="list-style-type: none"> YVR collaborates with our partners when making decisions that require mutual consent
 <p>EMPOWER</p>	<p>Place final decision making in the hands of the public</p>	<ul style="list-style-type: none"> Our community-based board is reflected in our governance structure. Given safety, security, federal regulatory and ground lease requirements, this level of public engagement is not typical for YVR and for other airport organizations.

We also actively participate in the engagement processes of our business and community partners and various levels of government to provide input, recommendations and/or advocate on matters of interest to YVR.

HOW & WHEN WE ENGAGE

YVR's engagement process is built on our Communication Policy of providing open, honest and timely communication. Our engagement activities are guided by the following principles:



Commit to a **genuine** and audience-appropriate process



Ensure that the process is **clear** and the engagement content is **factual**



Deliver in an **inclusive** and **accessible** manner



Close the loop by reporting out on decisions made



Guided by these principles, we operate on a continuum of regular engagement. We start with the assumption that engagement is an important part of every decision. That's why engagement has the potential to occur everywhere, anytime at YVR:

DAILY	contact with passengers, airlines, service providers and other visitors to the airport
FREQUENT	regular face-to-face meetings with the YVR – Musqueam Relationship Committee; partners and advisory groups
REGULAR	scheduled information updates including newsletters, emails, annual financial and sustainability reports
AS REQUIRED	contact with community members in response to suggestions and feedback
PROJECT SPECIFIC	planned, formal engagement on projects and initiatives including regulatory review processes and management plans
EVERY 10 YEARS	planned, formal engagement when updating our Land Use Plan and aspects of our Master Plan



The primary tools we use to **engage** include:

- Online surveys and polling
- Open houses
- Feedback forms
- Stakeholder interviews
- Facilitated workshops
- Community presentations
- Advisory committees and working groups
- Our annual public meeting



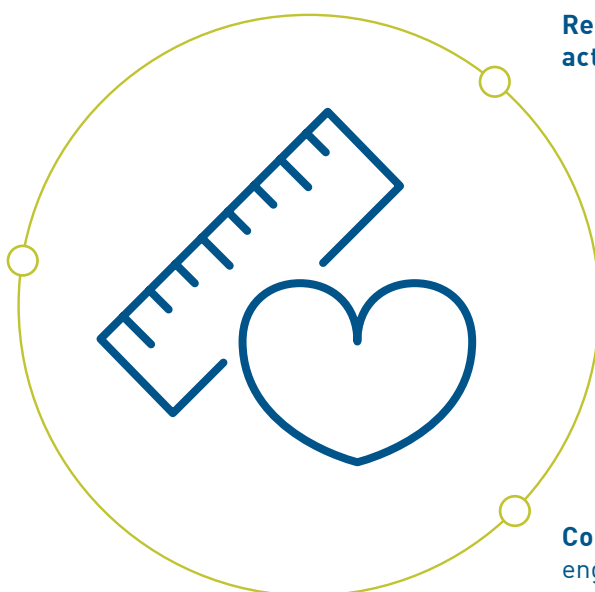
The primary tools we use to **notify** people of our engagement processes include:

- Our website, yvr.ca
- News releases
- Social media
- Newsletters
- Paid advertising
- Door-to-Door Mail Drop
- Emails, letters
- YVR's AirMail E-Newsletter
- Project Specific Email database
- Impact Assessment Registry

MEASURING OUR EFFECTIVENESS

Our desired outcomes for all engagement activities that YVR initiates are:

Respectful and appropriately-inclusive engagement that demonstrates our community-based approach in action



Relevant, meaningful and actionable input and feedback

Continual assessment of our engagement program and initiatives to ensure effective participation through our commitment to evaluate, report back, adapt and improve as engagement needs change

We believe that achieving sustainable growth and operating a world-class connecting hub airport requires clear definition, curiosity, and commitment to review and learn from our experience. Our process of engagement will continue to evolve as we ensure continued alignment with our vision, values and goals.

We report on our engagement efforts with stakeholders, Indigenous groups and public on a project specific basis and in our Annual Sustainability Report.

We will update the Engagement Charter as appropriate based on our experience and feedback from the people who participate in our engagements.